CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: Public Safety, Finance and Strategic Support Committee

FROM: Robert L. Davis

SUBJECT: POLICE DEPARTMENT QUARTERLY REPORT (Q4 2007-08)

DATE: August 7, 2008

Approved _Deanna Santana_   Date _8/12/08_

INFORMATION

In February 2007, the Public Safety, Finance and Strategic Support Committee (PSFSSC) approved the following categories and performance criteria for the San Jose Police Department (SJPD) operations. This information will help the City Council respond to concerns expressed by the community and understand trends facing the City and the Police Department.

Categories

1. Recruiting

As of July 25, 2008, the SJPD Recruiting Unit has concluded the recruiting phase for the January 2009 police academy (class #16). Approximately 2,455 informational requests for SJPD employment were made by interested applicants from across the nation. After interested applicants passed a written test, physical agility test, oral interview, and personal history questionnaire (PHQ), 181 candidates moved into the background process. Historically, only one out of three candidates passes the background process. It is not certain if the SJPD will be able to fill projected vacancies for 45 retirees and 25 new officer positions from these 181 candidates for a new January 2009 academy class. If this ratio proves to be accurate there will not be enough candidates to fill the needed positions.

Competition for recruits remains intense for qualified applicants, particularly for women, minorities, military veterans, college graduates, and lateral candidates. The two year college education requirement further limits the pool of qualified applicants. In addition to normal recruiting venues, SJPD ventured out into the market place with a new "one-stop shopping" strategy of bringing the testing process to a large concentrated candidate pool. New York City was selected after a successful job fair at John Jay College in New York concluded with 605 inquires being made for employment with SJPD; 197 people followed through by taking an on-line personal history questionnaire. After SJPD testing criteria was applied to this candidate pool, 33 people passed all phases for initial testing and are scheduled for a background investigation as potential SJPD Recruit

Officers. Additionally, 12 other applicants are in the background pool from the states of Alaska, Colorado, Georgia, Michigan, Minnesota, Nevada, Utah, Texas, and Virginia. The SJPD will continue its efforts in trying to recruit from across the nation in order to satisfy the demand for qualified candidates that meet our moral, ethical and educational requirements. The next recruiting cycle will begin in October and run through December for police academy class #17 scheduled to begin in July 2009.

Realistic consideration needs to be given not only the demands placed on recruiting to find qualified applicants, but also to the subsequent logistical requirements (e.g., background investigations, Police Academy training, and the Field Training Program) that enable the SJPD to meet the current and future hiring needs as increased personnel are added to the ranks.

Staffing also remains a concern and a priority for the Communications Division. During the last year, SJPD has continued to lose Communication personnel at a steady rate. Personnel losses are attributed to staff retention challenges associated with a highly stressful work environment, as well as on ongoing attrition due to retirements. Though two academies were completed last year, overall staffing losses have exceeded new hires. During the most recent testing process, despite the fact that more than 180 candidates took the POST written exam, only three were eventually hired as qualified candidates. The Public Safety Communications Specialists rank currently has five (5) vacancies and the Public Safety Radio Dispatcher rank has eighteen (18) vacancies. In addition to these vacancies, there are several other Radio Dispatchers on long term medical or disability leave. This has resulted in a dramatic increase in the amount of overtime usage required to maintain services. Though shifts are adjusted to maximize the staffing numbers, the overtime continues to increase. One strategy being employed is the utilization of recently retired Radio Dispatch personnel. Thus far, two have volunteered to return on a part-time basis to assist in the center. While the ability to attract qualified candidates has diminished greatly, staff remains focused on recruiting efforts for qualified candidates to fill the remaining vacancies and will continue to recruit personnel aggressively in the coming year.

2. Technology Projects

New Records Management System / Automated Field Reporting (RMS/AFR)

The Department currently uses a Records Management System (RMS) which is old and outdated. The Department's current RMS does not have a good case management module and is not currently supported by an Automated Field Reporting System (AFR). Automated Field Reporting has been identified as the cornerstone for any RMS system procurement/upgrade. The AFR would require officers to file their reports electronically and in a format compatible with an RMS. The base RMS product would be the component that places both intelligence and analytical functions on the data collected. Funding is not available for the full implementation of an RMS solution, which was estimated at $20 million including software, hardware, staffing, and operations and maintenance costs.

To understand current software capabilities better, the Bureau of Technical Services / Operational Services Support Division assembled an RMS Steering Committee which previewed a number of

AFR/RMS solutions. As a result of the demonstrations, an RFI was published and ten vendors responded, providing more information on the products available and estimated costs for implementing an AFR/RMS solution. The estimated costs range between $3 million and $6 million. These estimates are only for the hardware and software to run the applications and do not include the costs to update the mobile data terminals in the cars or the wireless network infrastructure. The hardware for the cars is important as the current hardware is no longer supported. However, the need to address the records management issues, in particular those created by department wide staffing cuts and the addition of the Substation, is very pressing. In an effort to keep this project moving forward, the Bureau of Technical Services explored the feasibility of implementing the AFR/RMS without the hardware updates in the cars.

The Department is pursuing a Unique Services Purchase with URL Integration, Inc. to conduct a return on investment (ROI) analysis for this project. The ROI analysis is expected to take three months. The Department has tentatively identified approximately $2.57 million in funds and the plans to issue an RFP soon after funding is approved.

Computer Aided Dispatch (CAD) System Upgrade

On April 22, 2008, the CAD system software was successfully upgraded from version 7.8.7 to version 8.1.2. This was an intensive year-long undertaking involving numerous personnel from the Communications Training Division, Fire Training Unit, and Systems Development Unit, working in collaboration with the CAD vendor Intergraph. Although there were several issues during the deployment, most of these were anticipated and quickly resolved. Intergraph devoted personnel to stay on site for two weeks following the deployment for any additional issues or concerns that developed related to the upgrade.

Citywide Response Times

In 2007, the Department changed how response times are reported. There is now a more detailed report to focus on different stages of the response time continuum. This reporting process has been used in the two previous quarterly reports. The Department monitors and reports response times using the following three categories:

- The call processing time (1st keystroke to event entry in minutes)
- The call queuing time and (event entry to 1st officer dispatched in minutes)
- The actual driving-to-arrival (1st officer dispatched to 1st officer arrival in minutes)

Performance data (April 2008 through June 2008) is included below and will also be included in the Public Safety CSA 4th Quarter Performance Report:

- Average Call Processing:
  - Priority One: 1 minute 17 seconds
  - Priority Two: 1 minute 41 seconds
- Average Call Queuing:

- Priority One: 1 minute 2 seconds
- Priority Two: 4 minutes 28 seconds
- Average Driving-to-Arrival:
  - Priority One: 3 minutes 32 seconds
  - Priority Two: 5 minutes 23 seconds

CAD Backup and Offsite Storage

In April of 2008, SJPD began transferring backup tapes for major systems off-site at a hardened facility providing a conditioned environment for long-term storage. This was done due to the criticality and importance of the data to the Department. In the case of a catastrophic event (natural or otherwise) or system failure, written protocols currently being developed would guide the rebuilding of systems and load the software and data from these sets of tapes.

Campus Cabling Project

Converged network systems that include Voice-over Internet Protocol (VoIP) and computer networking digital communications require an investment in current network cabling. Council approved the design-build contract to Sasco Data Corporation on March 25, 2008, to improve campus cabling (PAB/PAC) to accommodate the converged network. The project will upgrade current Ethernet cables to the newest available version and remove the older cable from the building. Funding for the project is from the Civic Center Construction Fund (425). Design for the cabling project began in early June.

9-1-1 Uninterruptible Power Supply (UPS) System Replacement

The current 9-1-1 UPS system located at the Police Administration Building is past the manufacturer's recommended useful life and was identified as critical to ensuring power is provided to the 9-1-1 bridge during a power failure. This project will replace the primary battery backup system for the 9-1-1 Communications Center in the event of a power failure. Funding in the amount of $2.3 million has been allocated to this project in the Mayor's June Budget Message for Fiscal Year 2008-2009.

Active Directory Upgrade

The Department is working with the Information Technology Department (ITD) to deploy Microsoft's Active Directory (AD). The operating system will allow the Department to fully integrate e-mail with other systems and will be deployed with new system hardware. The first AD server was installed on the police network in February. The Department has migrated approximately 75% of their desktops and is in the process of migrating all end users. The project is scheduled to be completed by September 30, 2008.

Electronic Citations/Mobile ID

There are currently 125 e-Citation devices deployed to the Bureau of Field Operations (BFO) Patrol Division, 45 to the Traffic Enforcement Unit (TEU) and 4 to the Metro Unit. In April, 28 additional broadband capable devices were purchased with existing grant funds and will be deployed to the TEU when software upgrades are complete. Training on the use of the device was ramped up in April, starting with the Field Training Program (FTO) and Bureau of Field Operations (BFO) patrol teams. Most patrol teams have been trained in the use of the devices. Ongoing training, to include current and future academy classes, will be conducted on an as- needed basis.

The Mobile ID project will increase the ability of officers to identify suspects in the field. This represents a major improvement in the operational and investigative capability of the SJPD. The goal is to utilize existing e-Citation devices to provide the capability for real-time, in-field identification. The project is currently in the "Best and Final Offer" phase for the two competing vendors.

3. South San José Police Substation

This project is currently in the construction phase. The retaining walls for the basement are complete and structural steel is being erected for the first, second and third floors of the main building. The detached maintenance building has the steel skeletal structure in place including basic roof fabrication. In June, two remote time-lapsed and real-time cameras were installed at the Substation to capture construction phases and assist with in-progress billing validation. The images will be saved for historical reference for future viewing.

Public outreach with Hitachi Corp., other business establishments and residential neighborhoods in the immediate area have been positive and will continue throughout the project.

Substation Technology

Currently, $545,000 has been allocated in the 2008-2009 Proposed Budget for the fiber optic cabling to connect the Substation to the main police network. After IT and DOT project estimates were concluded in July, the Substation Fiber Optic Cabling Project is projected to have a $53,017 deficit. Discussions are on-going for identifying funding to close this funding shortfall.

Public Safety Driver Training Facility

The Public Safety Driver Training Facility is funded through the Public Safety Capital Bond Program and will provide a state-of-the-art training environment, conducive to providing safe and effective skill development, and utilizing a complete inventory of driver training classes. Utilization will primarily be for Police and Fire, with availability to other law enforcement agencies as the schedule permits. The project is currently in the land acquisition phase and planned for completion in January 2010.

4. Police Vehicles and Equipment

The Department is working on a daily basis with General Services Fleet Management (GSFM) to maintain a base complement of "in-service" marked blue and white patrol vehicles and unmarked detective cars. GSFM currently has six new unmarked detective cars parked at the Central Service Yard, waiting for build-up and future assignments at the Department. An additional ten unmarked detective cars are on order and are expected to be shipped soon. These 16 vehicles will be replacing old detective cars that are expected to reach the end of their useful service life this calendar year. There are approximately 40 marked blue and white vehicles parked at the Central Service Yard pending build-up; they will come into service when the old marked cars reach the end of their useful service life.

In order to facilitate future Department needs, representatives from the Chief's Office and PD's Fiscal Unit currently meet monthly with General Services Fleet Management to discuss fleet and maintenance issues.

5. Five-Years Staffing Plan and County Pocket Annexation

Five-Years Staffing Plan

The Police Department developed a five-years staffing plan for police services identifying needs to sustain public safety services to the community, including patrol, investigative services and support staff. In FY08-09, the Council approved the addition of 25 Police Officers to address property crimes, traffic calming, and community policing priorities. While these 25 officers fall short of the Department's identified needs, this action, along with a commitment to seek funding for another 75 officers in the next three years, communicates the priority the City places on public safety, even in light of a General Fund structural deficit.

Additional support staff reductions included in the budget was identified to generate savings to address the structural deficit. While the positions eliminated were those anticipated to have the least impact to the front line, reductions in administrative support have impacted the resources available for front-line staff. As new officers are deployed to address the needs of a growing city, support staff must be restored to process the work and investigate cases generated by these officers on the front line. As such, staff continues to seek funding for the five-years staffing plan as it is critical in meeting the growing service demands of a major city.

County Pocket Annexation

On April 26 2006, City Council voted to proceed with a county island annexation program involving the annexation of all unincorporated county pockets less than 150-acres in size. Annexation of the county islands will provide a number of benefits to both the City and the county residents and property owners within the islands.

Phase 1 of the annexation program resulted in the annexation of 21 county islands. The City of San Jose has initiated the annexation in conjunction with Phase 2 of this program which includes eleven

county islands. An additional fourteen county islands are scheduled for Phase 3 of the annexation program beginning in the spring of 2008 and continuing through the spring of 2010. Thus far, the SJPD has been able to absorb the increase in service demand resulting from the annexation as the population included in Phase 1 and 2 has been fairly low. However, the county islands included in Phase 3 are generally much larger in size than those included in the first two phases, incorporating approximately 1,100 acres and an estimated 15,900 people. Though increased population does not automatically equate to a need for an increased number of officers, the demand for police services from this anticipated increase in population will require additional resources to handle the projected service demands based on five-years of historical data provided by the County Sheriff.

The SJPD looks forward to meeting with this Council Committee and reporting on our challenges and progress towards our goals. Through cooperative efforts we can impact the quality of life of the residents of San Jose.

Robert L. Davis
Chief of Police

RLD: GK: DU: LR